

As of 5 pm EDT, March 10, 2020

Our Response to Coronavirus Disease 2019 (COVID-19)

Coronavirus Disease 2019 or COVID-19 (formally known as 2019-nCoV) is the name for the respiratory syndrome caused by infection with severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2).

Quest Diagnostics is monitoring the situation closely and bolstering our preparedness. Our priority is the health and safety of our employees, patients and the communities we serve. The content below provides information for providers and others to help guide their management of patients. We encourage providers to periodically check this web page for updates on our response.

Submit an inquiry or receive email alerts regarding COVID-19

New Test for COVID-19

Quest Diagnostics is proud to begin testing for COVID-19. This test is to be performed only using respiratory specimens collected from individuals who meet CDC clinical and/or epidemiological criteria for COVID-19 testing. Quest Diagnostics Patient Service Centers and other phlebotomy sites cannot collect specimens for this test.

Patients: Please do not go to a Quest Diagnostics Patient Service Center for COVID-19 testing as these sites do not collect specimens for COVID-19 testing. Contact your healthcare provider for information about testing.

For detailed information on this test, please review the following fact sheets:

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| • Patient Fact Sheet (pdf) | • Healthcare Provider Fact Sheet (pdf) |
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Media: Please contact our media line at: 973-520-2800.

Important Information for Providers:

- On March 9, 2020, Quest Diagnostics began to provide COVID-19 testing. Providers are encouraged to read our [Healthcare Provider Fact Sheet](#).
- Providers should not refer any patients suspected (persons under investigation) or confirmed to be infected with COVID-19 to a Quest Diagnostics Patient Service Center or other phlebotomy site.
- Quest will continue to provide test services for patients suspected (persons of interest) specimens collected in appropriate healthcare settings, such as physician offices and hospitals.
- Providers should review the [CDC website](#) or contact their public health authority for information to guide their patient management and lab testing for COVID-19.
- This is a changing situation and we will provide updates as our plans develop.

FAQs

What is Coronavirus Disease 2019?

Coronavirus Disease 2019 or COVID-19 (formally known as 2019-nCoV) is the name for the respiratory syndrome caused by infection with severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2).

When did Quest begin to offer testing for COVID-19?

Quest began to provide testing for COVID-19 on March 9, 2020.

What is the name of the test?

The Quest Diagnostics' SARS-CoV-2 RNA, Qualitative Real-Time RT-PCR.

How does the test work?

The Quest Diagnostics' SARS-CoV-2 RNA, Qualitative Real-Time RT-PCR aids the presumptive detection of nucleic acid in respiratory specimens of patients meeting the clinical criteria of the U.S. Centers for Disease Control and Prevention (CDC) for COVID-19 testing. For more information, please read the fact sheets for [healthcare providers](#) and [patients](#).

Where is the test performed?

The test was developed, validated and now performed at our Quest Diagnostics Infectious Disease laboratory in San Juan Capistrano, California. Quest expects to expand testing to additional high-complexity Quest Diagnostics laboratories in the coming weeks.

How fast will doctors get results back?

We expect results to be available 3-4 days from the time of specimen pickup; however, timing may be impacted by high demand.

Is it available nationally?

This test is now available nationally.

Is the test approved by the Food and Drug Administration (FDA)?

The test has not been FDA cleared or approved or authorized. The test has been validated according to CLIA (Clinical Laboratory Improvement Amendments), but FDA's independent review of this validation is pending.

Does Quest collect specimens from persons under investigation (PUI) for COVID-19 or with confirmed COVID-19 at its Patient Service Center or other phlebotomy sites?

No. Quest does not collect, process or transport specimens from PUI or patients confirmed with COVID-19 at our Patient Service Centers or other phlebotomy sites.

Will Quest perform standard diagnostics testing (non-COVID-19) for PUI and confirmed COVID-19 patients using specimens collected in non-Quest Diagnostics settings, such as physician offices or hospitals?

Yes. Specimens collected at physician offices, clinics or hospital settings may be forwarded per normal logistics processes to Quest Diagnostics.

Can patients order this directly, such as through QuestDirect?

No. A physician must order the test for a patient.

What is Quest doing to protect its employees, patients, and business?

As a healthcare company that touches the lives of nearly 150 million patients each year, we have rigorous safety procedures in place across our company to protect Quest employees and others on the front line from coming in contact with a wide range of infectious diseases. In light of the COVID-19 outbreak, we have taken additional measures to bolster preparedness, including creating a special response team along with new materials and training and employee travel restrictions.

Are masks or other personal protective equipment available for visitors to Quest locations?

Patients meeting established criteria will be offered a face mask. Current guidance does not support general use of masks or personal protective equipment for the public. We encourage individuals to visit the [CDC website](#) for more information.

Contacts:

- General Inquiries: 866-404-1550
- Media Relations: 973-520-2800
- Investor Relations: 973-520-2900

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